



**National Competency Standards  
and Curricula**

**for**

**HOTEL HOUSEKEEPING**

**NVQ LEVEL 4**

## Course Synopsis

This course is designed to introduce students to a career in the hospitality industry as a Hotel Housekeeper. It develops capabilities with regard to Guest Room cleaning, arrangement of public areas, handling & maintain linen and uniforms, maintain linen inventory and maintain Housekeeping stores, controlling and upgrading subordinates, handling guest requests / complaints etc. After center based learning, students should have at least 6 months of On the Job Training to obtain certification. Training institutions may however combine the practical experience with centre learning, and the balance of training methods will be up to the institution to decide on, provided the competencies are developed.

Course Title	Course Duration
<p align="center"><b>Hotel Housekeeping</b></p>	<p align="center"><b>6 months – NVQ Level 4</b></p> <p>The numbers of hours are not specified as training providers may decide the duration for each module, provided the specified competencies are achieved. Generally a 6 month course should encompass at least 720 hours.</p>
<p><b>Job outlook, objectives of the course and career paths available following completion of the course:</b></p> <p>High competition in the hotel industry demands more focus on housekeeping as it has been identified as the backbone of hotel operations. Housekeeping can be a way to set a hotel apart from its competitors, as it establishes a hotel’s reputation for cleanliness and quality. It is important to have a strong housekeeping department in the hotel industry for the guests’ health and safety.</p> <p>Students are required to engage in the below mentioned activities through practical sessions to deliver effective performance as per industry specified standards.</p> <ul style="list-style-type: none"> <li>✓ Ousting, Sweeping, Mopping, Suction Cleaning, Scrubbing, Polishing/Buffering, Shampooing of Carpets &amp; Upholstery, Metal polishing of Brass, Silver &amp; Chrome, Glass/Window Cleaning, Wall Cleaning, Elevator Cleaning, Stairway Cleaning, Office Cleaning and Cleaning Washrooms, Dusting, Glass Cleaning, Guest Room Cleaning and Bathroom Cleaning</li> </ul> <p><b>Underpinning knowledge:</b> Students are required to have a basic understanding of the hospitality and tourism sector.</p>	
<p><b>Modules to be covered:</b></p> <ol style="list-style-type: none"> <li><b>1. Organizational structure of a Hotel and sub divisions of housekeeping department</b> This module covers the competencies required for the learner to perform more effectively identifying the work scope and responsibilities, maintaining coordination with superiors and subordinates.</li> </ol>	

**2. Maintain personnel grooming, personal and environment hygiene and work place safety**

This module provides the knowledge required for the learner to perform more effectively in his/her scope of work identifying responsibilities and maintaining better coordination with superiors and subordinates.

**3. Guest rooms, room components and Room Status and Reports**

This module covers the competencies required to maintain guest rooms in a good condition recognizing different room types in relation with guest types and the importance of key management.

**4. Principles and procedures of cleaning**

After completion of this module the trainee will be able to identify cleaning requirements, functions involved in effective cleaning and perform according to the best practices applied in the industry.

**5. Cleaning agents Non Cleaning Agents and MSDS**

This module covers the competencies required to handle daily and application of cleaning agents And the importance of MSDS

**6. Protective finishes**

This module covers the competencies required to gain knowledge of types and usages of protective finishes.

**7. Guest room cleaning, housekeeping trolley arrangement and organizing of Service Stations**

This module covers the competencies required to perform cleaning and servicing in a guest room and to manage the room attendant trolley.

**8. Arrangement of public areas**

After completion of this module the trainee will be able to clean and arrange public areas.

**9. Handling linen and uniforms and maintaining linen inventory**

After completion of this module the trainee will be able to receive and issue linen/uniforms, handle guest/executive linen and maintain linen inventory.

**10. Maintain linen and uniform room**

At the end of the module the learner should be able to maintain the linen and uniform room

**11. Control Desk and Coordination (Housekeeper Desk Operation)**

At the end of the module the learner should be able to understand the importance of the controlling desk for the smooth functioning of the hotel.

**12. Coordinate with relevant departments**

At the end of the module the learner will be able to coordinate with relevant departments of the hotel.

**13. End the shift and handover to the next supervisor and other activities**

This module provides the competencies required for a student to end the shift and handover a shift to the next supervisor, dispose waste appropriately etc.

**14. International Communication**

Students should have either working knowledge of French or German, as to engage in general conversation with customer or have knowledge of terms and structures for basic exchanges with customers in at least 4 of the following languages - French, German, Russian, Chinese, Hindi and Urdu.

**15. Career Skills 2**

This module is compulsory in all NVQ Level 4 courses. It builds on the soft skills developed on NVQ Level 3 courses, and will enable students to enjoy productive employment that requires fulfilling responsibilities. This course develops communicative skills in English and the ability to read and write constructively, and a command of grammar to facilitate this. It also develops cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

Module Title	Course Duration
<p><b>1. Organizational structure of a Hotel and sub divisions of housekeeping department</b></p>	
<p><b>Objectives</b>  This module covers the competencies required for the learner to perform more effectively identifying the work scope and responsibilities, maintaining coordination with superiors and subordinates.</p>	
<p><b>Competencies</b></p> <ol style="list-style-type: none"> <li>a. Ability to understand the organization/arrangement of hotel staff, depending on its size or type</li> <li>b. Acquire knowledge of main classifications of hotels. <ul style="list-style-type: none"> <li>▪ Location</li> <li>▪ Client base</li> <li>▪ Ownership</li> <li>▪ Services to be offered</li> <li>▪ Layout of the building</li> <li>▪ Management structure, etc.</li> </ul> </li> <li>c. Acquire knowledge of varying roles of the house keeping department in a hotel based on its size, shape and age.</li> <li>d. Recognize the importance of different departments to a hotel and their association with the housekeeping department.</li> <li>e. Understand general duties and responsibilities of housekeeping personnel in the hotel.</li> <li>f. Understand the job description of a room attendant.</li> <li>g. Coordinate with supervisors and subordinates.</li> <li>h. Company policies, company operations, procedures and standards.</li> <li>i. Work values and ethics (Code of Conduct)</li> </ol>	
<p><b>Recommended teaching methods:</b></p>	<p>Lectures, presentations, real work situations, guided practice</p>

Module Title	Course Duration
<p><b>2. Maintain personnel grooming, personal and environment hygiene and work place safety</b></p>	
<p><b>Objectives</b>  This module provides the knowledge required for the learner to perform more effectively in his/her scope of work identifying responsibilities and maintaining better coordination with superiors and subordinates.</p>	
<p><b>Competencies</b></p> <ul style="list-style-type: none"> <li>a. Maintain personnel grooming <ul style="list-style-type: none"> <li>▪ keep hair short, proper hair style, face cleaned and shaven</li> <li>▪ Avoid hair colouring and tattoos</li> <li>▪ wear clean uniforms</li> <li>▪ wear well-polished shoes and proper socks</li> <li>▪ wear appropriate jewellery during service hours</li> </ul> </li> <li>b. Maintain personal hygiene <ul style="list-style-type: none"> <li>▪ keep nails short and clean</li> <li>▪ avoid body odour and mouth odour</li> <li>▪ keep clean and neat hands</li> <li>▪ properly cover/dress any wound in any part of the body</li> </ul> </li> <li>c. Adhere to work place safety and cleanliness <ul style="list-style-type: none"> <li>▪ follow manufacturer’s instructions and guide lines in respect of electrical appliances and other equipment and faults reported to the appropriate person</li> <li>▪ store cleaning equipment correctly and safely after use</li> <li>▪ ensure all rubbish and waste is disposed safely</li> <li>▪ maintain awareness of environmental issues and procedures</li> <li>▪ comply with health and safety, fire and hygiene regulations</li> <li>▪ comply with hygiene procedures and legal requirements</li> <li>▪ comply with security procedures</li> </ul> </li> </ul>	
<p><b>Recommended teaching methods:</b></p>	<p>Demonstration, Lectures, real work situations, student result presentation, guided practice</p>

<b>Module Title</b>	<b>Course Duration</b>
<b>3. Guest rooms, room components and Room Status and Reports</b>	
<p><b>Objectives</b>  This module covers the competencies required to maintain guest rooms in a good condition recognizing different room types in relation with guest types and the importance of key management.</p>	
<p><b>Competencies</b></p> <ol style="list-style-type: none"> <li>a. Acquire knowledge of different types of rooms available in hotels. <ul style="list-style-type: none"> <li>▪ Single rooms, double rooms, deluxe rooms, Suite etc.</li> </ul> </li> <li>b. Identify components of a guest room.</li> <li>c. Recognize cleaning requirements and appropriate methods for each component.</li> <li>d. Understand and practice prioritization with regard to room cleaning</li> <li>e. Understand and practice appropriate procedures on entering and exiting rooms</li> <li>a. Acquire knowledge of bed types and linen requirement standards. <ul style="list-style-type: none"> <li>• Identify bedding elements and their make: Blankets, Duvets &amp; Pillows</li> </ul> </li> <li>b. Perform room set up according to the room type.</li> <li>c. Remove soiled bathroom linen.</li> <li>d. Types of keys used and the importance of key control.</li> <li>f. Different types of room status</li> <li>g. Room status report and House Keepers report</li> <li>h. Understand room status terminology.</li> </ol>	
<b>Recommended teaching methods:</b>	Demonstrations, real work situations, student result presentation, guided practice and independent practice, Field visits.

<b>Module Title</b>	<b>Course Duration</b>
<b>4. Principles and procedures of cleaning</b>	

<p><b>Objectives</b> After completion of this module the trainee will be able to identify cleaning requirements, functions involved in effective cleaning and perform according to the best practices applied in the industry.</p>	
<p><b>Competencies</b></p> <ol style="list-style-type: none"> <li>a. Understand reasons for cleaning</li> <li>b. Understand the terms in cleaning</li> <li>c. Understand the requirement of various cleaning frequencies for different cleaning tasks</li> <li>d. Ability to correctly select cleaning methods and systematically follow as per required standard</li> <li>e. Ability to identify causes of soiling</li> <li>f. Ability to identify degree and types of soiling materials and appropriate cleaning methods</li> <li>g. Ability to identify types of surfaces involved and appropriate cleaning methods</li> <li>h. Carry out proper cleaning and monitoring as preventive measures for pest control</li> <li>i. Ensure all waste is disposed of properly according to regulations <ul style="list-style-type: none"> <li>▪ Identify types of waste</li> <li>▪ Ability to follow the waste disposal steps accordingly – sorting, handling, interim storage, final disposal</li> </ul> </li> </ol>	
<p><b>Recommended teaching methods:</b></p>	<p>Lectures, Home assignments, guided practice and independent practice, real work situations</p>

Module Title	Course Duration
5. Cleaning agents, Non-cleaning agents and MSDS	



<b>Objectives</b> This module covers the competencies required to handle cleaning agents with attention to MSDS and PPE and appropriate procedures with regard to chemical	
<b>Competencies</b> <ol style="list-style-type: none"> <li>a. Ability to identify the functions of manual cleaning equipment and their usage - mops, brooms, brushes, carpet sweeper, etc.</li> <li>b. Ability to identify parts and functions of mechanical cleaning equipment and their usage</li> <li>c. Acquire knowledge of proper uses of different cleaning agents</li> <li>d. Acquire knowledge of proper uses of non-cleaning agents</li> <li>e. Acquire knowledge about the types of protective finishes and their usage to preserve surfaces and material</li> <li>f. Ability to use and maintain equipment appropriately</li> <li>g. Ensure safety rules and regulations are followed</li> <li>h. Ensure cleaning equipment &amp; machines are stored correctly and safely after use</li> </ol>	
<b>Recommended teaching methods:</b>	Demonstrations, real work situations, guided practice and independent practice, Field visits.

<b>Module Title</b>	<b>Course Duration</b>
<b>6. Protective finishes</b>	
<b>Objectives</b> This module covers the competencies required to gain knowledge of types and usages of protective finishes.	
<b>Competencies</b> <ol style="list-style-type: none"> <li>a. Acquire knowledge of types of protective finishes and their usage to preserve surfaces and material.</li> <li>b. Knowledge of seals and polishes</li> </ol>	
<b>Recommended teaching methods:</b>	Demonstrations, real work situations, guided practice and independent practice.

<b>Module Title</b>	<b>Course Duration</b>
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<b>7. Guest room cleaning , housekeeping trolley arrangement and organizing of Service Stations</b>	
<b>Objectives</b> This module covers the competencies required to clean and service a guest room and to manage the room attendant trolley.	
<b>Competencies</b> <ol style="list-style-type: none"> <li>a. Identify features of a housekeeping/Room attendant trolley and their uses.</li> <li>b. Identify contents carried in a room attendant trolley. <ul style="list-style-type: none"> <li>▪ Linen - single and double sheets, pillow slips, bath towels, hand towels, etc.</li> <li>▪ Cleaning equipment and supplies – Toilet brush, floor cloth, cleaning agent etc.</li> <li>▪ Guest supplies - Toiletries, such as, shampoo, lotion etc., Laundry and dry cleaning list, Water glasses, Ashtrays, Candle, Match box, bed cover, etc.</li> </ul> </li> <li>c. Acquire knowledge of stacking linen on shelves ensuring convenience and hygiene.</li> <li>d. Acquire knowledge of setting up the room attendant trolley according to the required standard</li> <li>e. Follow standard procedure on entering the guest room considering rooming status appropriately</li> <li>f. Ability to carry out cleaning and servicing processes maintaining a clean and hygienic standard</li> <li>g. Follow cleaning and servicing sequence according to the hotel specified standard procedures <ul style="list-style-type: none"> <li>▪ Prepare the room cleaning and servicing</li> <li>▪ Change &amp; make beds according to the standard</li> <li>▪ Cleaning the bathroom</li> <li>▪ Cleaning the bed room</li> <li>▪ Tidy up guest belongings accordingly</li> </ul> </li> <li>h. Replenishing stocks of guest supplies, such as shampoos and soap, the mini-bar, tea, coffee and biscuits</li> <li>i. Monitor the mini-bar</li> <li>j. Carry out final inspection according to the standard check list</li> <li>k. Carry out guest departure rooms for lost and found items and report them immediately to the control desk</li> <li>l. Carry out bed turn down service as per requirement</li> </ol>	
<b>Recommended teaching methods:</b>	Demonstrations, real work situations, guided practice and independent practice.

<b>Module Title</b>	<b>Course Duration</b>
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<b>8. Arrangement of public areas</b>	
<p><b>Objectives</b> After completion of this module the trainee will be able to perform cleaning activities and arrangement of public areas.</p>	
<p><b>Competencies</b></p> <ol style="list-style-type: none"> <li>a. Identify main public areas <ul style="list-style-type: none"> <li>▪ Lobby</li> <li>▪ Reception</li> <li>▪ Public toilets</li> <li>▪ Passenger lifts</li> <li>▪ Telephone booths</li> <li>▪ Front office</li> </ul> </li> <li>b. Report for briefing and obtain instructions</li> <li>c. Maintain hospitality behaviour</li> <li>d. Arrange Cart/trolley</li> <li>e. Collect cleaning material, linen and equipment</li> <li>f. Follow instructions on cleaning and arranging assigned areas</li> <li>g. Store cleaning equipment safely after use.</li> <li>h. Follow proper instructions in preparing chemicals/cleaning agents</li> <li>i. Use chemicals/cleaning agents for specified purposes.</li> <li>j. Dispose garbage according to safety regulations.</li> <li>k. Debrief shift information</li> <li>l. Hand over shift</li> </ol>	
<b>Recommended teaching methods:</b>	Demonstrations, real work situations, student result presentation, guided practice and independent practice, Field visits.

<b>Module Title</b>	<b>Course Duration</b>
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<b>9. Handling linen and uniforms and maintaining linen inventory</b>	
<b>Objectives</b> After completion of this module the trainee will be able to perform receive and issue linen/uniforms, handle guest/executive linen and maintain linen inventory.	
<b>Competencies</b> <ol style="list-style-type: none"> <li>a. Perform receiving and sorting linen/uniforms</li> <li>b. Issue linen and uniforms</li> <li>c. Maintain linen/uniform records</li> <li>d. Maintain linen/uniforms stocks</li> <li>e. Receive guest linen and executive linen.</li> <li>f. Package linen</li> <li>g. Provide instruction to outside laundry contractor</li> <li>h. Carry out billing procedure of laundry</li> <li>i. Acquire knowledge of the processes of maintaining linen inventory.             <ul style="list-style-type: none"> <li>▪ Arrange logistics for stocktaking</li> <li>▪ Brief staff for stocktaking</li> <li>▪ Conduct physical verification</li> <li>▪ Record results</li> <li>▪ Analyze figures</li> <li>▪ Maintain Inventory Record</li> </ul> </li> </ol>	
<b>Recommended teaching methods:</b>	Lectures, Home assignments, guided practice and individual practical

<b>Module Title</b>	<b>Course Duration</b>
<b>10. Maintain linen and uniform room</b>	
<b>Objectives</b> At the end of the module the learner should be able to maintain linen and uniform room.	
<b>Competencies</b> <ol style="list-style-type: none"> <li>a. Maintain orderliness and cleanness of the linen and uniform room</li> <li>b. Arrange linen and uniform</li> <li>c. Identify training needs and conduct training sessions.</li> <li>d. Control budget</li> <li>e. Allocate staff</li> <li>f. Maintain Operational records</li> <li>g. Maintain housekeeping stores records</li> <li>h. Maintain Training records</li> <li>i. Collect Information</li> <li>j. Coordinate with other department and provide required information</li> </ol>	
<b>Recommended teaching methods:</b>	Lectures, Small group work, Home assignments

Module Title	Course Duration
<b>11. Control Desk and Coordination (Housekeeper Desk Operation)</b>	
<b>Objectives</b> At the end of the module the learner should be able to understand the importance of the controlling desk for the smooth functioning of the hotel.	
<b>Competencies</b> <ol style="list-style-type: none"> <li>a. Acquire knowledge of the importance of dealing with guest special requests, reportable matters and emergencies</li> <li>b. Acquire knowledge of proper hotel telephone etiquettes and its importance</li> <li>c. Understand types of keys and the key control procedure.</li> <li>d. Ability to perform servicing and marinating of floor service rooms</li> <li>e. Ability to handle room service ordering systems.</li> <li>f. Report lost property to the appropriate person.</li> <li>g. Follow hotel procedures in dealing with left behind property</li> <li>h. Recognize repair and maintenance requirements and report to appropriate person</li> <li>i. Respond to customer enquiries promptly and report to the appropriate person</li> <li>j. Assigning routine duties / changed duties to the housekeeping staff.</li> <li>k. Collecting work reports from staff.</li> <li>l. Collecting check-out room number and updating it to the floor supervisor.</li> <li>m. Maintaining various records of forms and registers.               <ul style="list-style-type: none"> <li>▪ Room status report</li> <li>▪ House keeper's report</li> <li>▪ Maintenance check report, etc.</li> </ul> </li> </ol>	
<b>Recommended teaching methods:</b>	Lectures, Small group work, Home assignments

Module Title	Course Duration
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<b>12. Coordinate with relevant Departments</b>	
<b>Objectives</b> At the end of the module the learner will be able to coordinate with relevant departments of the hotel.	
<b>Competencies</b> <ol style="list-style-type: none"> <li>a. Provide information to Front Office</li> <li>b. Receive information from Front Office</li> <li>c. Provide information to Maintenance/Engineering Department</li> <li>d. Receive information from Maintenance/Engineering Department</li> <li>e. Provide information to Food and Beverage/Conference and Event Department</li> <li>f. Receive information from Food and Beverage/Conference and Event Department</li> <li>g. Provide information to other areas and Administration office</li> <li>h. Receive information from other areas and Administration office</li> </ol>	
<b>Recommended teaching methods:</b>	Lectures, , Home assignments, guided practice and independent practice

<b>Module Title</b>	<b>Course Duration</b>
<b>13. End the shift and handover to the next supervisor and other activities</b>	
<b>Objectives</b> This module provides the competencies required for a student to end the shift and handover a shift to the next supervisor, dispose waste appropriately etc.	
<b>Competencies</b> <ol style="list-style-type: none"> <li>a. Deploy Staff</li> <li>b. Perform Key duty</li> <li>c. Identify unfinished and pending work</li> <li>d. Assign duties</li> <li>e. Handover keys and logbooks</li> <li>f. Make log entries</li> <li>g. Maintain mini bar</li> <li>h. Handle work assignments and duty rosters</li> <li>i. Ability to decorate flower arrangements in dining rooms, function suites and guest rooms - remove any dead flowers from flower arrangements</li> <li>j. Acquire knowledge of the tariff structure.</li> </ol>	
<b>Recommended teaching methods:</b>	Lectures, Small group work, Home assignments, demonstrations

<b>Module Title</b>	<b>Course Duration</b>
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<b>14. International Communication</b>	
<p><b>Objectives</b>  Students should have either working knowledge of French or German, as to engage in general conversation with customer or have knowledge of terms and structures for basic exchanges with customers in at least 4 of the following languages - French, German, Russian, Chinese, Hindi and Urdu.</p>	
<p><b>Competencies</b></p> <ol style="list-style-type: none"> <li>a. Ability to greet</li> <li>b. Ability to ask for orders</li> <li>c. Understand customer needs and wants</li> </ol> <p>And when in depth knowledge of one language is acquired to engage in conversation and attend to problems</p>	
<b>Recommended teaching methods:</b>	Demonstration, guided practice, real work situations, Vocabulary Handbook for basic exchanges

<b>Module Title</b>	<b>Course Duration</b>
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**15. Career Skills 2****Up to 120 hours in any 6 month course****Objectives**

This module is compulsory in all NVQ Level 4 courses. It builds on the soft skills developed on NVQ Level 3 courses, and will enable students to enjoy productive employment that requires fulfilling responsibilities. This course develops communicative skills in English and the ability to read and write constructively, and a command of grammar to facilitate this. It also develops cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

**Competencies (these follow on competencies prescribed for Career Skills 1, which should be introduced/revised before moving on)****a. Understand and use simple expressions to communicate**

This subject provides the necessary communication skills so that students can express individual ideas, emotions, preferences, frame and answer questions with regard to reasons and methods, explain simple procedures, understand and respond to complex instructions, describe daily routines, conduct and respond to interviews, express ability and inability and describe a process sequentially

**b. Read and write effectively**

This subject provides students with the necessary skills to write about how they feel, connect sentences meaningfully, read and carry out instructions, understand/produce arguments, read/write longer texts and summarize them, prepare reports and charts, write personal and official letters and apply for jobs

**c. Use English correctly**

This subject is not taught separately but is included in the development of the productive and receptive skills above, since awareness of the structure of the language is necessary for these, the development of appropriate vocabulary is also targeted to deploy the above skills

**d. Develop the capacity to think and plan productively**

This subject develops cognitive abilities and skills with regard to effective work, with strengthening of the ability to organize information and assess information to solve problems systematically, understand chronological order, develop the concepts of mind and task mapping and apply them, understand governmental structures and coordination mechanisms, collect information and prepare development plans and make chronological charts.

**e. Develop effective working capacity**

This subject develops the capacity to work effectively individually and in collaboration with others through presenting themselves positively, understanding the advantages of working together, understanding the characteristics of different people and the impact these have, speaking persuasively and understanding and working with maps

**f. Students will be able to work with computers so as to enter information swiftly and store it systematically, retrieve it easily, communicate on email, and use social media with due attention to ethics****g. Students will plan and implement two group projects, one with regard to environmental protection, the other a social service project in response to identified community needs. Students should plan the project systematically, target specific outcomes, report on progress, and evaluate the project on completion.**